



PTC Quarterly Recap: 2025 Quarter Two

If you do not use OR PTC DCI, please disregard this email.

Below is the PTC Quarterly Recap for the second quarter of 2025. The PTC Team has created these recaps to summarize key emails and transmittals from the last three months. The goal of the quarterly recaps is to ensure everyone is informed of changes and aware of critical processes, policies, and procedures. Tip: to locate email messages from PTC Support, type "From: ptc.support@odhsoha.oregon.gov" in your inbox's search bar.

All current and past quarterly recaps are posted on the new [Provider Time Capture Staff Tools Page](#). If you have questions, email us at ptc.support@odhsoha.oregon.gov.

Email: *Clarification - Program Changes in Mainframe and PTC*

Date Sent: 5/6/25

Program changes must never be backdated without help from PTC Support. This email clarifies instruction previously given about what to do when a consumer changes programs. Topics include:

- Updates to the program change process,
- Instructions to Case Managers and Voucher Specialists on their role in program changes,
- Steps to take when a program change does not need to be backdated, and
- What to do if you need further assistance.

See also: [APD-IM-22-075 When a Consumer Changes Programs](#)



Email: Important Mainframe Updates

Date Sent: 6/13/25

Mainframe has implemented several changes to screens related to provider payment.

1. Mainframe can now process mileage entered in decimal format.
2. ONGO will automatically close when there has been no time entered for three pay periods, or it has been more than six weeks since a voucher was created and no time has been entered against it.
3. The HATH screen has been simplified to remove codes that do not apply and fields that are no longer valid.
4. Hours on the STIM screen will be shown in HH:MM format, instead of HH.MM.

See the email for more detailed information.

[APD-IM-24-027](#) Provider Time Capture (PTC) - Decimal Miles in OR PTC DCI

Updated: 6/13/25

Providers can now enter their mileage in PTC in decimal format and Mainframe will process the payment. This transmittal has been updated to include the new information.

[APD-IM-23-093](#) ONGO Changes and Updates

Updated: 6/13/25

Mainframe has implemented changes to when an ONGO will be automatically closed. This transmittal has been updated to include the new information.

[APD-IM-24-041](#) Provider Time Capture (PTC) - New Providers in OR PTC DCI

Updated: 6/17/25

This previously published transmittal covers how new providers get set up in OR PTC DCI and receive their login information. It has been updated to include background information on how to provider profiles are created.



Thank you,
Provider Time Capture (PTC) Support

Website: ptc.oregon.gov

Email: ptc.support@odhsosha.oregon.gov

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